

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ORIGINAL**  
**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**



Investigator: Scott Friedson

Phone: 2013 MAR 11 P 12: 24

Fax:

Priority: Respond Within Five Days

CORP COMMISSION  
DOCKET CONTROL

Opinion      No. 2013 - 109304

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Date: 3/11/2013  
Arizona Corporation Commission  
**DOCKETED**

MAR 11 2013

Complaint By:      First: James & Sheila      Last: Houston

Account Name: James & Sheila Houston

Street:

City: Maricopa

State: AZ      Zip: 85138

DOCKETED BY  
Home: [Signature]  
Work:

CBR:  
is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:      Contact Phone: (

Nature of Complaint:

3/11/13

\*\*\*\*\*WATER/SEWER\*\*\*\*\*W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-20446A-12-0314, W-01732A-12-0315\*\*\*\*\*OPPOSED\*\*\*\*\*

We have been advised that the increase requested by GW(global Water) will see our water and sewer bill increase by approx. 26% per month. As we can expect our income through pensions and investments to average an increase of from 4-6%, the increase requested by GW will place an extraordinary burden on our financial resources. This becomes even more of a burden if our HOA experiences similar rate increases as these increase will be passed on to the members of our HOA.

As desert home owners, it is part of our responsibility to practice water conservation. GW, however, plans to almost eliminate any rebate program for those customers whose water usage falls within parameters that were previously eligible for rebate. This seems irresponsible on the part of GW who should be encouraging conservation.

Since the previous high rate increase of 2009, GW has been enjoying an increase in its customer base as fewer homes go into foreclosure, building starts are increasing and business and health service facilities have increased. These must have resulted in an increase in income for GW.

The increase proposed, we believe, will prove detrimental to the continued growth of Maricopa and will, in time cause irreparable damage to our community.

Jim & Sheila Houston

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Comments entered for the record and filed in docket numbers W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-20446A-12-0314, W-01732A-12-0315. CLOSED.

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109304

---